

# Working with IP Phones

## About Your Phone



### Inside this guide:

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### Introduction to Voice Over IP

- ☐ Voice communication over the same data network that your computer uses
- ☐ Online Help

1	Handset Light	5	Navigation and Select Button	9	Transfer Button	13	Keypad	17	Message Button
2	Phone Screen	6	Release Button	10	Speaker Phone	14	Volume Button	18	Back Button
3	Programmable Feature Buttons	7	Hold/ Resume Button	11	Mute Button	15	Contacts Button	19	Handset
4	Soft Key Buttons	8	Conference Button	12	Headset Button	16	Applications Button		

## Phone FAQs

**Q: How do I forward my phone to voicemail?**

**A:** Press the **Forward All** softkey and press the **Messages** button.



**Q: How do I find out who called when I was away from my desk?**

**A:** Press the **Navigation Ring** (bottom Edge), then choose **Missed Calls**.

# Display Overview

## Overview

This section details how to successfully handle calls and navigate menus using your Cisco IP Phone.

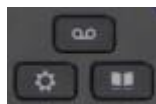
## Terminology

Below are some frequently used terms and their role in the Voice Over IP Phone system.

- **Softkey Button:** Softkeys change as you navigate through the different screens of your phone. To activate a softkey on the display screen, you can press the softkey button or press the softkey label on the display screen.

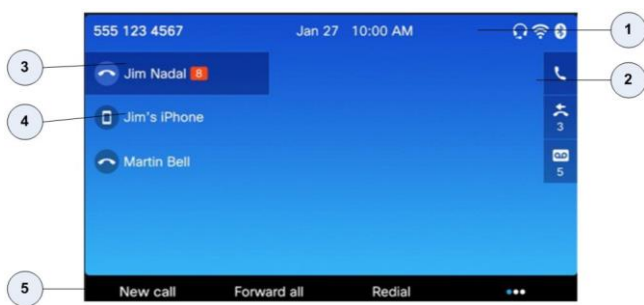


- **Fixed Keys:** Fixed keys do not change when you navigate through different views. Buttons categorized as fixed keys include the Messages, Settings and directory buttons.



## Display Features





This section will walk you through the different features of your phone.



1. **Header:** Displays the date and time, and information (such as phone number) about
2. **Line Label:** Displays the line phone information
3. **Primary Line Details:** Display information (such as call status and duration) about active calls associated with the selected line. Calls are displayed in order of the oldest (at the top) to the newest.
4. **Secondary Line Details**
5. **Soft Keys:** Soft **key** options for the selected (highlighted) call only. If you select a different call the options may change.






## Call States

Calls can have different states, which are indicated by special icons in the call activity area. Only one call can be active at any given time.

Icon	Indicator
	Line is in use.
	Line is idle.
	Line is ringing. (Only for Call Pickup.)
	Line is in a Do Not Disturb (DND) state.

## Call Status

These tips can help you switch among calls on one or more lines. If the call you want to switch to is not automatically highlighted, you can select it using the navigation button.

-  **Green, steady** - Active call on this line
-  **Green, flashing** - Call on hold on this line
-  **Amber, flashing** - Incoming call ringing on this line
-  **Red, steady** - Remote line, currently in use
-  **No color** - No call activity on this line (on hook)

**Note:** Only one call can be active at any given time; other calls will be placed on hold automatically.

# Basic Call Handling

## Placing a Call

To place a call, use one of the several options below.

If you want to....	Then....
Place a call	<ol style="list-style-type: none"> <li>1. Lift the handset, press the <b>Speaker</b> button, or press the <b>Headset</b> button.</li> <li>2. Enter the desired number.</li> </ol>
Dial on-hook (no dial tone)	<ol style="list-style-type: none"> <li>1. Enter the desired number.</li> <li>2. Lift the handset, press the <b>Speaker</b> button, or press the <b>Headset</b> button, or press the <b>Call</b> softkey.</li> </ol>
Redial	Press the <b>Redial</b> softkey.
Dial from Speed Dials	<p>Before you can use speed-dial buttons on your phone, you must set up speed dial on your User Options Web pages.</p> <p>To place a call, engage phone and press <b>Speed Dial</b> on screen, press number location of speed dial, Press <b>Speed Dial</b> again.</p> <p><b>Note:</b> The speed dials are pulled from the Web Interface.</p>
Dial from Corporate Directory	<ol style="list-style-type: none"> <li>1. Choose the <b>Contacts</b> hard key.</li> <li>2. Choose <b>Corporate Directory</b>, enter person's information in search space then select <b>search</b>, navigate to individual and press <b>Dial</b>.</li> <li>3. To dial from a listing, press the number or scroll to a listing.</li> <li>4. Press the <b>Dial</b> softkey.</li> </ol>
Dial an International Number	<ol style="list-style-type: none"> <li>1. Press and hold star (*) for at least 1 second. The plus (+) sign displays as the first digit in the phone number. The corresponding tone stops to indicate that the * has changed to a + sign.</li> <li>2. Dial the number</li> </ol>

## Switching Among Calls

These tips can help you switch among multiple calls on your phone.

If you want to....	Then....
Switch between calls	<ol style="list-style-type: none"> <li>1. Press the flashing green session button, the other call will automatically be placed on hold.</li> <li>2. Press the <b>Res</b></li> </ol>
Switch from connected call to answer a ringing call	<ol style="list-style-type: none"> <li>1. The incoming call will be displayed, press the amber call button. The first call will be placed on hold.</li> <li>2. You can also highlight the call with the navigation button and press the <b>Answer</b> softkey</li> </ol>

**Note:** When switching between lines, any previously connected call will automatically be placed on hold.



## Using Hold and Resume

If you want to....	Then....
Put a call on hold	<ol style="list-style-type: none"> <li>1. Make sure the call you want to put on hold is highlighted.</li> <li>2. Press the <b>Hold (  )</b> Button.</li> </ol>
Remove a call from hold	<ol style="list-style-type: none"> <li>1. Make sure the call you want to remove from hold is highlighted.</li> <li>2. Press the <b>Hold</b> button again or the <b>Resume</b> softkey.</li> </ol>

Only one call can be active at any given time. All other calls will be placed on hold.

## Ending a Call







To end a call, see the table below for other options.

If you want to....	Then....
Hang up while using the handset	Return the handset to its cradle or press the <b>End Call</b> softkey.
Hang up while using the headset	<p>Press <b>Headset</b>  , if lit.</p> <p>If you want to keep headset mode activated (keep the button lit after hanging up), press the <b>End Call</b> softkey.</p>
Hang up while using the speakerphone	Press <b>Speaker Phone</b>  button, or the <b>End Call</b> softkey.

# Advanced Call Handling

## Transferring a Call

Transfer redirects a connected call to another phone line.

If you want to....	Then....
Transfer a call without talking to the transfer recipient	<ol style="list-style-type: none"> <li>During the connected call, press the <b>Transfer</b> Button. </li> <li>Enter the target number.</li> <li>When you hear the call ringing, press the <b>Transfer</b> Button again or hang up. </li> </ol>
Talk to the transfer recipient prior to transferring a call	<ol style="list-style-type: none"> <li>During the connected call, press the <b>Transfer</b> Button. </li> <li>Enter the target number.</li> <li>Wait for the recipient to answer.</li> <li>When ready to transfer the call, press the <b>Transfer</b> Button or hang up. </li> </ol>
Transfer two concurrent calls together	<ol style="list-style-type: none"> <li>Put one call on hold and the other should be active.</li> <li>From active call press <b>Conference</b>  button.</li> <li>Press physical line button of call on hold, this completes transfer. </li> </ol>

## Forwarding Calls

The *Forward All* softkey is used to redirect your incoming calls to your Cisco IP Phone to another number.

If you want to....	Then....
Setup call forwarding for your line (Primary line only)	<ol style="list-style-type: none"> <li>Press the <b>Forward All</b> softkey and enter the target number (no forwarding outside numbers).</li> <li>To Remove Press <b>Forward Off</b> softkey.</li> </ol>
Forward an incoming call to Voicemail	If a call is incoming and you want it to go to voicemail, press <b>Decline</b> .
Forward <u>all</u> calls to voicemail	<ol style="list-style-type: none"> <li>Press the <b>Forward All</b> softkey.</li> <li>Press the <b>Messages</b> button.</li> </ol> <p>To remove, press the <b>Forward Off</b> softkey</p>

## Storing and Retrieving Parked Calls

"Park" a call when you want to store the call so that you or someone else can retrieve it from another phone (for example, at a co-worker's desk or in a conference room).

If you want to....	Then....
Store an active call using Call Park	<p>During the call, press the <b>Park</b> softkey. This will display a number that will be used to retrieve the call.</p> <p><b>NOTE:</b> You will need to note the call park number displayed on the display to retrieve the call.</p>
Retrieve a parked call	From any phone in the office, enter the call park number to connect to the call.

**Note:** You have 90 seconds to retrieve the parked call. You may pick it up at the closest phone and re-park the call if you can not make the desired location within one minute.

At the end of one minute, the parked call will transfer back to the phone extension where it was last parked.

## Using Do Not Disturb or Sending Incoming Calls to Voice Mail

If you want to....	Then....
Have your phone not ring and all calls go directly to voice mail, use the <b>Do Not Disturb</b> softkey (DND)	<ol style="list-style-type: none"> <li>Use the <b>More</b> softkey until you see <b>DND</b>.</li> <li>Press the <b>DND</b> softkey and the phone display will indicate this. All incoming calls will go</li> <li>directly to Voice mail</li> <li>Press the <b>DND</b> softkey again to</li> </ol>
Not answer an incoming call and have it go to voice mail	<ol style="list-style-type: none"> <li>With an incoming call displayed, used the <b>Decline</b> softkey. The call will be sent to your voice mail.</li> </ol>




# Advanced Call Handling, continued

## Creating a Conference Call

Conference calling allows three or more parties to participate in a call simultaneously. The softkeys identify which methods are available on your phone:

### TIPS:

- Only the conference originator can add participants to the conference.

If you want to....	Then....
Join two concurrent calls into a conference	<ol style="list-style-type: none"> <li>Put one call on hold and the other should be active.</li> <li>From active call press <b>Conference</b>  button.</li> <li>Press physical line button of call on hold, this completes transfer. </li> </ol>
Establish a conference call by calling participants	<ol style="list-style-type: none"> <li>During a connected call, press the <b>Conference Button</b>. </li> <li>Dial the number.</li> <li>Press the <b>Conference Button</b>.</li> <li>Repeat if more participants need to be added.</li> </ol>

## Navigating a Conference Call

This section details how to view members, remove members, and transfer.

If you want to....	Then....
View a list of participants	<ol style="list-style-type: none"> <li>Highlight the active Conference Call.</li> <li>Press the <b>Details</b> softkey.</li> </ol> <p><b>Note:</b> Participants are listed in the order in which they were added to the call.</p> <p>The Conference Creator will have an asterisk (*) next to his/her name on the list.</p> <p>As users are added/removed from the conference, you will need to press the <b>Update</b> softkey to refresh the list.</p>
Remove attendees from the Conference Call	<p><b>Only</b> the originator of the conference call will be able to remove attendees.</p> <ol style="list-style-type: none"> <li>From the list of participants, highlight the participant to remove.</li> <li>Select the <b>Remove</b> softkey.</li> </ol>
Transfer Conference Call to another individual	<ol style="list-style-type: none"> <li>Highlight the active conference call.</li> <li>Press the <b>Transfer</b> Button.</li> <li>Enter the target number.</li> <li>Wait for the recipient to answer.</li> <li>When ready to transfer the call, press the <b>Transfer</b> Button.</li> </ol> <p><b>Note:</b> The new owner of the transferred conference call will not be able to add or remove people from the conference call.</p>

# Using Voicemail

## Using Voicemail

The steps below will demonstrate the different usages of voicemail.

If you want to....	Then....
Set up Voicemail	1. Follow the directions carefully during the setup. If the setup is not completed, the settings will <i>not</i> be saved.
Retrieve Voicemail Internally	1. Dial the voice-mail extension <b>8777</b> or press the <b>Messages</b> button.  2. When you hear the prompt to enter your password, enter your <b>password</b> with a <b>#</b> at the end.  Default password: <b>1234</b>
<b>Retrieve Voicemail Externally</b>	1. Dial (718)-473-8777 2. Press the <b>asterisk (*)</b> key. 3. When prompted to enter your id, enter your <b>extension</b> . 4. When prompted to enter your password, enter your <b>voicemail password</b> .
Delete Voicemail	After the message is finished playing, press <b>3</b> .  During a message press <b>3</b> .
Save Voicemail	After the message is finished playing, press <b>2</b> .  During a message press <b>2</b> .
Send a message	1. Access your mailbox. 2. Press option <b>2</b> "To Send a Message". 3. Follow the prompts to record and send the message.
Transfer a call directly into an employee's voicemail box	1. During the call press the <b>Transfer</b> soft key. 2. Dial <b>"#"</b> followed by the recipient's voicemail extension. 3. Press the <b>Transfer</b> soft key to release the call, or hang up.

## Using Voicemail Shortcuts

While in the message...

If you want to....	Then....
Rewind	Press <b>7</b>
Pause/Resume	Press <b>8</b>
Fast Forward	Press <b>9</b>
Fast Forward to the end	Press <b>#</b>
Restart Message	Press <b>1</b>
Skip and Save as New	Press <b>##</b>

After completion of the message...

If you want to....	Then....
Replay message	Press <b>1</b>
Save message	Press <b>2</b>
Delete message	Press <b>3</b>
Reply to Sender	Press <b>4</b>
Reply to All	Press <b>42</b>
Forward Message	Press <b>5</b>
Properties	Press <b>9</b>

## Using Voicemail Options Shortcuts



If you want to....	Then....
Change Greeting	Press <b>41</b>
Change Alternative Greeting	Press <b>412</b>
Change Password	Press <b>431</b>
Change Recorded Name	Press <b>432</b>

Below are the shortcuts for changing your voicemail personal options.

# Personal Settings


## Adjusting Volume

The table below describes how to adjust and save volume levels on your phone.

If you want to....	Then....
Adjusting the volume level for a call	Press  during a call or after invoking a dial tone.  Hang up or end call. The volume level will be saved  <b>NOTE:</b> Your speaker phone volume and handset volume are independent of each other.
Adjusting the volume level for the ringer	Press  while the handset is in the cradle and the headset and speaker button is off. The new ringer volume is automatically saved.

## Customizing Ring Tones

The steps below describe how to adjust your ring tone.

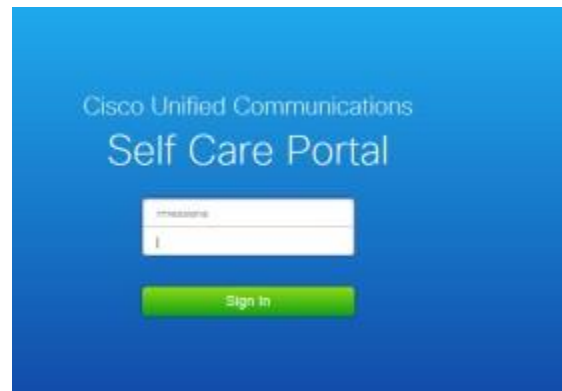
1. Choose **Settings** button. 
2. Select the **Preferences** option.
3. Choose the **Ringtone** option.
4. Use the navigation ring select the desired ringtone
5. Select the **Play** softkey to hear the selected ring tone.
6. Press the **Set** softkey to save the ring tone
7. Press the **Exit** softkey.



## Setting Speed Dials

Speed dial numbers allow you to quickly dial phone numbers without requiring you to enter the phone number each time.

1. Connect to the network and launch **Internet Explorer**.
2. In the address line, type  
  
**<https://UCS-CUCM-PUB.nycct.citytech.cuny.edu>**
3. In the *Security Alert* window, press **Yes**.
4. The *Cisco Self Care Portal Log On* page displays.
5. In *Username* field, type **your Windows Login Username**.
6. In the *Password* field, type Your **Windows Login Password**



7. Click the **Sign In** button.
8. Click on **Phone Setting > Speed Dial Numbers**
9. Select **Add New Speed Dial**
10. Enter the Number, label and speed dial number.
11. Click **Save**